

JOHNATHAN GREEN

AUTOMATION & INTEGRATION ENGINEER

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RMM & PSA AUTOMATION | AGENTIC SYSTEMS | WINDOWS INFRASTRUCTURE | SECURITY OPERATIONS

PROFESSIONAL SUMMARY

Automation and integration engineer with 10+ years building production tooling for MSP and enterprise environments. At IT Voice, builds the automation for a 7,000+ endpoint Kaseya VSA-to-Datto RMM migration, multi-tenant monitoring and remediation, and RMM/PSA data reconciliation. Develops PowerShell, Python, TypeScript, REST API, n8n, and MCP solutions; administers enterprise AI, Windows, virtualization, cloud, and security platforms. Focuses on safe defaults, clear operational controls, and tools that Tier 1 and Tier 2 technicians can run without engineering intervention.

TECHNICAL SKILLS

Automation and AI: PowerShell | Python | TypeScript | Bash | Batch | REST APIs | n8n | Power Automate | SQL | Git | MCP | OAuth | Cloudflare Workers | D1 | Hatz AI | agentic workflows | document analysis

RMM, PSA, and Monitoring: Datto RMM | Kaseya VSA | N-able | ConnectWise Manage/Automate | PRTG | ScreenConnect | LogicMonitor | Liongard | Backup Radar | Veeam ONE

Systems and Cloud: Windows Server | Active Directory | Group Policy | Microsoft 365 | Azure/Entra ID | Intune | VMware vSphere | Hyper-V | Citrix

Security and Recovery: Sophos MDR/Firewall | SentinelOne | Microsoft Defender | Blackpoint | Arctic Wolf | Huntress | Duo | Veeam | Acronis | Datto

Documentation and ITSM: Hudu | IT Glue | SharePoint | GitHub | ServiceNow | Zendesk | BMC Remedy

PROFESSIONAL EXPERIENCE

Tier 3 Engineer, Automation & Integration

Apr 2026 - Present

IT Voice | Remote

- Built PowerShell and REST API tooling for a 7,000+ endpoint migration from Kaseya VSA to Datto RMM. The tooling automates agent matching, classification, metadata mapping, and safe decommissioning with dry-run defaults and protected keep lists.
- Designed monitoring, alerting, and PSA ticketing policies for patch management, endpoint security, software management, and Windows Update. Correlated each recovery event with its triggering service so the correct alert closes without creating false-positive noise.
- Built Python, PowerShell, and API automations to provision, rename, and tag thousands of Datto RMM and PRTG devices. A multi-layer attribution process keeps site and asset metadata accurate at scale.
- Built automated remediation and scheduled-maintenance components for triggered monitoring policies, using safe defaults for unattended Tier 1 and Tier 2 execution.
- Reconciled endpoint-security coverage across the client base, closed protection gaps affecting hundreds of devices, and standardized FortiGate-to-Sophos firewall migrations for multi-site clients.
- Administer the company's enterprise AI platform and built a TypeScript MCP context service on Cloudflare Workers and D1. The service isolates employee data, exposes company guidance read-only, and supports an IT-approved move to Cloudflare Access OAuth.
- Built an invoice-comparison agent that analyzes current and prior vendor invoices with churn data, flags billing anomalies and charges tied to departed clients, and generates one-page executive reports with follow-up actions.
- Created a retrieval-grounded employee-handbook agent that answers from approved policy documents, includes required disclaimers, and directs uncertain questions to HR.
- Evaluated MDR and documentation platforms for coverage, cost, API access, and automation fit; recommended Sophos and Hudu while preserving required capabilities.

PROFESSIONAL EXPERIENCE, CONTINUED

CS/NOC Technician promoted to CS Engineer

Jan 2023 - Mar 2026

Ntiva, formerly The Purple Guys | Shreveport, LA

- Administered VMware, Hyper-V, Azure, ESXi hosts, physical servers, firewalls, and networks across MSP customer environments.
- Worked with Backup, Security, and Special Operations teams to resolve server, application, and network incidents and implement MDR/SIEM monitoring with Blackpoint, Arctic Wolf, Huntress, and SentinelOne.
- Served as the N-able/Advantage RMM subject-matter expert; trained engineers and tuned backup, VHDX, hardware, and Liongard monitoring to produce actionable alerts.
- Built post-acquisition SOPs and onboarding documentation, then delivered workshops and runbooks on virtualization and SSL/TLS operations.

IT Engineer promoted to CS Engineer

Jun 2021 - Jan 2023

Nettech, LLC | Shreveport, LA

- Promoted from IT Engineer to CS Engineer within six months.
- Built PowerShell, Bash, and Batch automation for patching and configuration, cutting setup time and configuration errors by 75%.
- Managed centralized services for more than 100 clients, including patching, backup validation, monitoring, and platform health.
- Reduced user onboarding time from about 45 minutes to under 10 minutes through Intune automation.
- Automated ACME certificate renewal, VHDX capacity monitoring, cleanup, and Datto RMM maintenance workflows to prevent avoidable incidents and reduce false-positive alerts.

Service Desk Advisor

Mar 2020 - Jun 2021

AFS Logistics, LLC | Shreveport, LA

- Administered Active Directory, Microsoft 365, SCCM, hardware imaging, and endpoint deployment across multiple sites.
- Resolved user and system incidents through Zendesk while maintaining deployment and support documentation.

EARLIER EXPERIENCE

Level 2 Technician, Ochsner-LSU Medical / TeamLogicIT | Aug 2019 - Feb 2020

Supported VDI, desktop, and network-hardware deployment during expansion and go-live initiatives.

IT Operations Technical Support promoted to IT Help Desk Analyst, CenturyLink | Feb 2015 - Jan 2018

Supported Active Directory, Citrix, VMware, and BMC Remedy. Built a PowerShell VPN installer distributed through the corporate support toolkit, reducing VPN-related call volume and saving about 80 staff hours.

SELECTED AI AND AUTOMATION PROJECTS

- **Personal Context Protocol and MCP Server:** Built a personal-context service and OAuth-protected MCP interface that supplies relevant context to compatible AI clients.
- **Get-DomainStatus:** Created an open-source PowerShell tool for RDAP/WHOIS, DNS, certificate-transparency, and live SSL/TLS analysis; used it to enumerate more than 3,000 sites. github.com/JGreenInfoTech/Get-DomainStatus

TRAINING

AI Fluency: Framework & Foundations | Anthropic